



# Troubleshooting Studies Not Transferring To SHOWCASE® Workstation

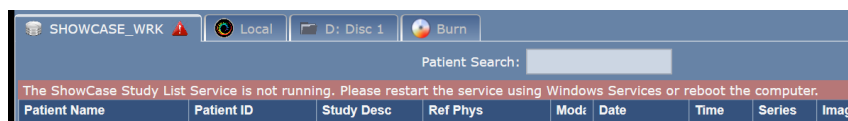
There are several places to look for problems if studies stop transferring to your ShowCase Workstation -- your imaging equipment, your computer network, the Workstation computer or the Workstation software. You may require help from your imaging equipment service technician, your IT department, or ShowCase Support.

## How To Diagnose Study Transfer Problems

So, you sent a study to your Workstation but nothing showed up in the study list. Follow the steps below to troubleshoot that.

### 1. Is there a red bar at the top of the study list with an error message?

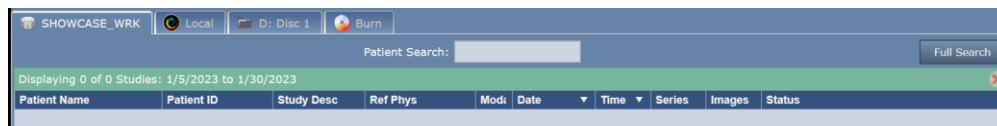
If there is, it will look like this:



To resolve this, read the error message and follow the instructions there. There might be a [\[click here for help\]](#) option, which you can click to read more about resolving the error shown.

### 2. Is there are green bar at the top of the study list indicating Search is on?

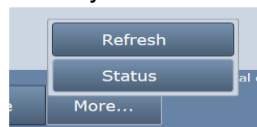
If there is, it will look like this:



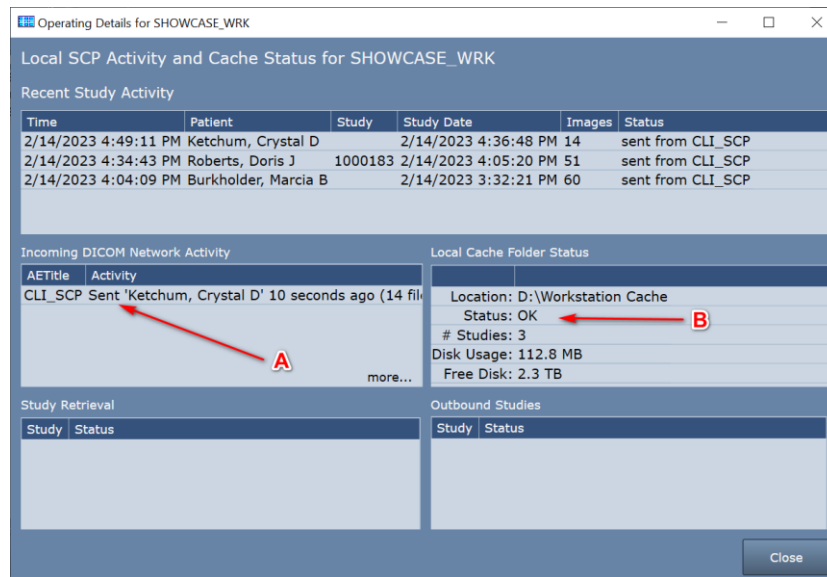
To resolve this, click the red 'X' on the right side of the bar. It will clear the search and list studies. If you still don't see the study you just sent, click on the Date header to change the sort order so that the latest study should appear at the top of the list.

### 3. No Red or Green Bars?

Click the **More...** button at the bottom of the study list and select **Status**.



An Operating Details screen will appear:



- A. The first thing to check is the **Incoming DICOM Network Activity** window. It lists incoming DICOM activity from imaging machines sending studies to the Workstation.
  - a. Try sending a study to the Workstation
  - b. If you don't see any activity for AE Title of the machine that sent the study, then no DICOM network messages are making it to the Workstation. Try the following:
    - i. Turn off the firewall on the Workstation computer. Try sending a study. If that doesn't fix the problem, leave the firewall off and continue.
    - ii. Check that the ultrasound machine is configured with the correct IP address for the Workstation computer. In ShowCase, go to the **Edit menu**, select **ShowCase Settings** and click on the **Dicom SCP tab**. Do the settings in there match the AE title and port configured at the ultrasound machine?
    - iii. Check the imaging machine's DICOM logs for errors.
    - iv. Clear the DICOM queues on the imaging machine.
    - v. Reboot the imaging machine.
    - vi. Reboot the Workstation computer.
    - vii. Do a DICOM verify (DICOM C-ECHO) on the imaging machine and see what it tells you.
    - viii. **Turn the firewall back on if it was turned off earlier.**
  - c. If you do see activity from the imaging machine, but some studies are not coming across, click **more...** and the DICOM messaging log will appear. Look for errors in this log (highlighted in red). If you need help interpreting the errors, go to the **Help menu** in ShowCase, select **Submit A Support Request...** and fill out the form so our support engineers can help you diagnose the problem.
- B. The second thing to check is the **Local Cache Folder Status**.
  - a. Does the Status: field say anything other than OK? If it does, you have problems with your local cache and the Workstation will be unable to receive studies until the problem is resolved. Here are some possible local cache problems:
    - i. **Cache full, limit is 1000 studies** – When this happens you will need to clean up studies in your cache. If these are real patient studies, see the section on “Freeing Up Cache Space”

- ii. **Out of Disk Space** – This happens when your disk is full. Free up space on your disk or migrate your cache to a new location.
- iii. **Cache almost full, limit is 1000 studies** – This will not prevent studies from transferring but is alerting you to the fact that you're about to hit the 1000 study limit of your cache.
- iv. **Low Disk Space** – This will not prevent studies from transferring but it is alerting you to the fact that pretty soon you won't have enough disk space available to receive studies.
- v. **Cache Folder Missing** – Your cache folder was removed and you will need to set up a new folder in the settings screen. Or, if you can, restore the original cache folder.

### Other Things to Check

- If Storage Commitment and/or MPPS are being proposed by the imaging machine, turn it off.
- Check for conflicts on the IP Address and/or Workstation listening port (default 11112), change the port number to a number above 1000; the port number must be changed in both Workstation and imaging machines.
- Check for hardware problems by replacing network cables, using different ports on the network switch and replacing network cards
- Check to make sure multi-frame images (clips) are being compressed. Transferring huge uncompressed clips can aggravate network problems.

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